

MICHIGAN LEGWORK

DEPARTMENT OF LABOR & ECONOMIC GROWTH

NOVEMBER 2004

Pumpkin Contest Brings Out the Best (and Scariest)!



Amber Lemon happily takes first place with this intricate design.



Jennifer Farr's second-place pumpkin showed ghosts on a backdrop.



Leslie Christy poses with the pumpkin (left) carved by son Cole.

HALLOWEEN WAS A WEEKLONG EVENT for the DLEG staff in the Ottawa Building in Lansing as 14 creatively decorated pumpkins were entered into a Pumpkin Contest sponsored by the 4th floor DLEG Fun Committee.

Pumpkins began arriving on Monday, Oct. 25, with judging taking place from the 25th through the 27th. Anyone could "vote" for his or her favorite *cucurbita pepo* simply by dropping change (or dollar bills) into the canister next to each entry.

DLEG Director David C. Hollister announced the winners on Friday, Oct. 29. Coming out on top was the pumpkin carved by Amber Lemon, Internal Audit. Capturing second place was Jennifer Farr in Human Resources. Third place went to nine-year-old Cole Christy, son of Leslie Christy, Office Services.

Congratulations to our winners and thanks to all who participated.

A total of \$14 was raised through the event. The Fun Committee uses funds collected through its many activities for causes such as purchasing needed items for our troops overseas.



WAAH! Nancy Benjamin, Media/PR, created this bundle of joy.



BOO! Ken Vasilnek, Human Resources, says, "Two heads are better than one!"



Michigan LEGWORK

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David C. Hollister, Director

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alternate formats on request.**

A Message from the Director

I was extremely pleased to share in Michigan's recent recognition as the most digitally advanced state government in the nation. This honor for our state came from the California-based Center for Digital Government, which has identified the "top 10" states in its 2004 Digital States Survey.

In March 2004, the center invited all state governors and their chief information officers to participate in the survey, which examined best practices, policies, and the progress made by state governments in their use of digital technologies to better serve citizens as well as to streamline operations. There were 60 measurements in four broad areas: service delivery, architecture and infrastructure, collaboration and leadership.

Michigan captured first place "after years of continuous progress," the center's news release said. Dr. Paul W. Taylor, chief strategy officer at the center, was quoted as saying, "Michigan has changed the citizen and business experience through a broad suite of real-time transactional services, powered by an increasingly shared and robust infrastructure, designed around a coherent statewide architecture, and supported by a collaborative planning process."

Governor Granholm accepted the award at this past summer's National Governor's Association meeting. "Information technology is playing a critical role in every aspect of our work," she said. "Whether it's helping us work with local governments and the private sector to improve efficiencies or helping us create jobs through economic development initiatives, information technology is at the heart of Michigan's state government."

Deputy Directors Bob Swanson and Dennis Sykes, Finance and Administrative Services Director Al Pohl, and I were asked by Teri Takai, director of the Department of Information Technology, to share in the award on behalf of the Department of Labor & Economic Growth. She said, "All of the departments should share in this award. It's because of the hard work of many DLEG employees in partnership with our Information Technology employees that we received this award."

Because this honor is for Michigan state government, it is an honor for all of you, who play many different roles relating to information technology. I am proud to be part of this national recognition, and you should be, too. Thank you for your continued excellent service.

In closing, I would like to draw your attention to Homeless Awareness Week in Michigan, Nov. 14-20. The governor has made this designation to highlight the shortage of affordable housing for low-income people. Statewide, there are more than 750 providers of shelter and services to bring relief to those without housing. However, more help is needed. You are encouraged to volunteer or make a donation to one of your local programs working to help solve the problems faced by homeless individuals.

Sincerely,

David C. Hollister



Sharing the trophy for most digitally advanced state government are, left to right: Al Pohl, Bob Swanson, David Hollister, Teri Takai, Dennis Sykes, and Ken Theis, DIT deputy director.

MRS Employee Becomes U.S. Citizen

August 18, 2004, was a red-letter day for Joy Inness-Johnson — or should we say, a red, white and blue-letter day!

Joy, a Michigan Rehabilitation Services (MRS) program development consultant and native of Trinidad and Tobago, was sworn in as a naturalized U.S. citizen this past summer at Cobo Hall in Detroit, along with 1,400 other individuals.

"I'm grateful," Joy says. "I'm thankful. Now I can vote. Now I can sign petitions. These are things you value and want to be part of."

Joy came to the U.S. 14 years ago on a track and field scholarship to Eastern Michigan University in Ypsilanti. Her impressive record as a sprinter at EMU includes being named most outstanding performer at the Mid-American Championship in 1993 and 1994 and winning the Mid-American long jump and triple jump competitions. Her triple jump record at EMU still holds. She was also a NCAA Division I All American Triple Jumper in 1993 and 1994.

Joy recalls her first year in the U.S. as being "really, really tough," but she did have close contact with a host family from Trinidad living in Ann Arbor to help her through her homesickness. The only girl in a family of six children, she has a brother who lives in New York.

She graduated from EMU with a bachelor's degree in sports medicine in 1994, then went on to

Wayne State University, where she earned a master's degree in sports medicine. Following through on a desire to help others, she earned a second master's degree at Wayne State, this one in counseling, and became an eligibility and family specialist with the Family Independence Agency.

"One day I came across the Michigan Rehabilitation Services Web site and connected to the work immediately and felt this is the place I wanted to be. I kept looking at the Web site for job openings," Joy said, and was pleased when she was hired at MRS's Detroit Grand River office as a counselor five years ago.

"I went back to school to take five rehabilitation counseling courses and obtained my CRC [certified rehabilitation counselor]," she said.

Joy recently accepted a promotion at MRS's Central office in Lansing to work with the independent living centers across the state to ensure their compliance with federal law and national standards. She also assists with managing the agency's two grant programs.

Congratulations, Joy, on your new citizenship!



MRS Consultant Joy Inness-Johnson

UIA Claims Examiner Deployed to Iraq

Priscilla Swan, unemployment claims examiner with the Unemployment Insurance Agency and Sgt. 1st Class with the U.S. Army Reserves, 1225th Corps Support Battalion, is being deployed to Iraq.

Priscilla left for Fort McCoy, Wis., on Oct. 10. From there, her unit will be moving into Iraq. Her tour of duty is scheduled to last one-and-a-half years.

Priscilla has worked for the state of Michigan for nearly three years. She works at the Detroit Remote Initial Claims Center and is also an active member of the Social Club that was formed to improve employee morale and make the workplace fun.

"She has a wonderful sense of humor and is always telling a funny story, making everyone in her presence laugh," said co-worker Pamela Newsome. "We will continue to pray for her safety and speedy return."

Priscilla said, "Thank you all for your support and prayers. My unit and I have a mission, which is to go and return safely. Do not worry, for we are soldiers and we fear not, for the Lord is with us."

To send Priscilla good wishes, please feel free to e-mail her at priscilla.a.swan@us.army.mil.



Priscilla Swan

MIOSHA Director Doug Kalinowski Appointed to OSHA Advisory Committee



Douglas J. Kalinowski, director of the Michigan Occupational Safety and Health Administration (MIOSHA), has been appointed to the federal OSHA Advisory Committee on Construction Safety and Health (ACCSH).

ACCSH is a continuing advisory body established by statute that provides advice and assistance in construction standards and policy matters to the federal Occupational Safety and Health Administration (OSHA). There are 15 members of this advisory body. Kalinowski is one of two members representing State Occupational Safety and Health Programs and will serve for two years.

ACCSH is dedicated to increasing safety and health awareness in the construction industry and to reducing work-related accidents. Over the past

several years, ACCSH work groups have addressed steel erection, highway work zone safety, power transmission and distribution, tower erection, cranes and derricks, hearing conservation, silica exposure, construction training initiatives and assigned protection factors for respirators.

Doug was appointed MIOSHA director in September 2002. As director, he is responsible for the overall administration and enforcement of the safety and health provisions of the Michigan Occupational Safety and Health Act, Public Act 154 of 1974, as amended.

From February 1997 to October 2002, he served as MIOSHA deputy director, with responsibilities for all enforcement programs. He joined the MIOSHA health program in January 1980, and was appointed chief of the Division of Occupational Health in 1993.

Labor Market Analyst Kathy Salow Honored by Michigan Works! Association



Kathy Salow, Office of Labor Market Information & Strategic Initiatives analyst for the Upper Peninsula, was presented with the Michigan Works! Association's Excellence in Customer Service Award at the association's annual conference on Sept. 13.

Kathy was nominated by the Upper Peninsula's Job Force Board for her exemplary service in her role as a labor market analyst.

"Labor market information is critical to the success of business attraction, retention and expansion activities in the central Upper Peninsula as well as to potential job seekers," said an article about Kathy in the Job Force Board's newsletter. "At any given time, and generally at the last minute, Kathy graciously comes through every time with the labor market data requested."

The article further stated, "The Job Force Board relies heavily on Kathy's expertise and utilizes her expertise to continually adjust its strategic plan and activities that support that plan. The Board calls upon her all the time to sit on committees or to provide labor market information consulting ... Kathy is our one stop shop, and her excellence in customer service, her proven positive impact in the workplace, and her ability to go the extra mile makes her an outstanding recipient of the award."

Congratulations, Kathy!



People on the Move

Congratulations to **David Halter**, manager of the Michigan Rehabilitation Services (MRS) Oakland County District, who is retiring after 39 years of service. Dave began his career as a counselor for MRS in Detroit, then moved into management in Oakland County in 1971. He has overseen the vocational rehabilitation of more than 15,000 persons with disabilities in Oakland County.

Three new staff have joined DLEG's Michigan Commission for the Blind (MCB): **James Hull** is the new promotional agent representing the MCB Business Enterprise Program (establishing cafeterias and vending stands managed by blind individuals) in the eastern Lower Peninsula. He has a background in retail sales and customer service ... **John McEntee** is a new trainer with the MCB Business Enterprise Program (BEP). He has an extensive background with BEP and has owned and operated a convenience store and other small businesses ... **Susan Turney** is the new communications and outreach coordinator for MCB. She was formerly with DLEG's Media & Public Relations office.

The Bureau of Commercial Services announces two promotions: **Shannon Bush**, a regulation agent, has been promoted to the position of regulation manager for the Detroit Regional Office. Shannon has a master's degree in human resource management and more than six years' experience as a regulation agent. Also, **Kristie Pfeifer** has been promoted to the position of departmental technician. In this role, she performs preliminary investigations of complaints against residential builders. A graduate of Michigan State University, Kristie joined the Enforcement Division a year ago as support for the Preliminary Review Unit.

The Michigan Occupational Safety and Health Administration (MIOSHA) has announced the promotion of **Kay Salazar** to supervisor of the General Industry Safety & Health Division (GISHD). Kay has been a safety officer since 1992, when she joined MIOSHA after working for a metal products company, which included 10 years as a safety representative for the UAW. Congratulations to Kay as well as to **Valerie Hicks**, who has been reallocated to MIOSHA's senior safety officer classification in the General Industry Safety & Health Division. Val's area encompasses St. Clair, Sanilac and Huron counties and a portion of Macomb County. Val has an extensive background in industrial and construction safety and has been with GISHD since 2000.

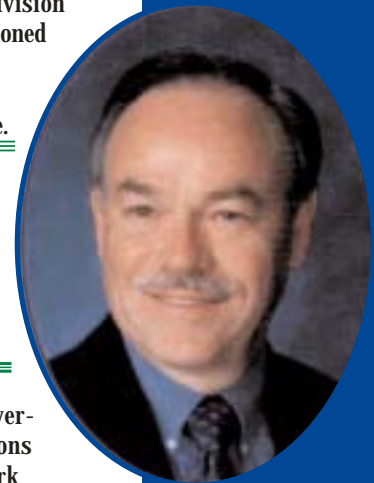
Congratulations also go to **April Saldivar**, who has been appointed to the position of rights representative trainee in MIOSHA's General Industry Safety & Health Division, Discrimination Section. For the past seven years, April worked in the agency's Construction Safety & Health Division in an administrative support position.

MIOSHA is also pleased to welcome new staff members **Maria Ley**, who has accepted the position of executive secretary in Administration, and **Cindy Zastrow**, industrial hygiene consultant with the Construction Safety & Health Division for the northeastern area of Michigan, stationed in Saginaw. Cindy was formerly with Dow Corning, where she was in loss control and an industrial hygiene on-call representative.

Congratulations to **Dawn Stiles**, formerly with the Office of Career and Technical Preparation, who has accepted a promotion to executive secretary in the Central office of Michigan Rehabilitation Services.

Governor Jennifer M. Granholm made several recent appointments to the Qualifications Advisory Committee (QAC) within the Work Compensation program. The committee reviews and rates applicants interested in serving on the Workers' Compensation Board of Magistrates and on the Appellate Commission. **Edward Welch**, director of the Workers' Compensation Center at Michigan State University, is the committee chair and was reappointed to represent employee interests. **Sherisse E. Fiorvento**, assistant general counsel with Visteon, represents employer interests. **Phillip Gilliam**, a UAW international representative, speaks for employee interests. **Richard E. Zapala**, assistant general counsel for the Accident Fund Insurance Company of America, acts for employer interests.

The governor has made the following two appointments to the Commission for the Blind: **Sheila R. Ashcraft** of Pontiac, president of Ashcraft Consulting, will represent blind persons. She succeeds **Peeti L. Greene**, whose term has expired. Also, **Richard J. Grant** of Belding will represent blind persons. He succeeds **Barbara A. Thomas**, whose term has expired.



David Halter



Edward Welch

Special Deliveries

Belinda Wright Takes Great Care of Recovery Fund



Posing with Belinda are Andy Metcalf (left), director of Commercial Services, and Al Schefke.

Belinda Wright, assistant administrator of the Homeowner Construction Lien Recovery Fund, Bureau of Commercial Services, has received a Special Delivery from the Director for her excellent stewardship of the Fund.

"Belinda is responsible for the day-to-day operations of the Fund," said her supervisor, Al Schefke, who

nominated her for the award. "The Fund was recently audited by the Auditor General. The audit report expressed an unqualified opinion on the Fund's financial statements. It also didn't disclose any instances of noncompliance that could materially affect the financial statements nor did it disclose any material weaknesses in internal controls. This positive report is a direct result of Belinda's diligence and hard work."

Congratulations, Belinda!

Jill Kroll Complimented for Customer Service



Dr. Jill Kroll, left, accepts her Special Delivery from the Director from OCTP Director Patty Cantú.

Dr. Jill Kroll, a consultant with the Office of Career and Technical Preparation (OCTP), was nominated for a Special Delivery from the Director based on a highly complimentary letter about her sent by the Southeast Michigan Community Alliance (SEMCA), a Michigan Works! agency.

The letter, signed by Elizabeth Gabehart, Career Education coordinator, Monroe Intermediate School District, and Halyna Bialczyk, Career Initiative coordinator, Wayne County Regional Educational Service Agency, was sent to Patty Cantú, director of OCTP.

"SEMCA Region #25 would like to recognize the outstanding technical assistance we received from your office. Specifically, Dr. Jill Kroll has been most helpful as we work toward meeting all the requirements in our regional Career Initiative grants.

"Dr. Kroll has been available for discussion and decisions in a most helpful manner. She has worked hard in maintaining the integrity of the grants and yet provided the flexibility needed for our varied 44 districts encompassing two counties and four community colleges. Her discussion with our region as a group and individually has provided all of us a better understanding of the grant requirements. We realize that your staff has been substantially downsized and yet Jill has always given graciously of her knowledge, time, understanding and support.

"We acknowledge your leadership, Ms. Cantú, in assuring the field is provided with top quality customer service; and Dr. Jill Kroll exemplifies the openness and willingness to work together towards providing the best career education for all students."

Congratulations, Jill!

'Special Delivery from the Director'

I would like to nominate the following staff member to receive a
'Great Job' acknowledgement from Director Hollister



Name of Nominee	Submitted By
Office/Bureau	Classification
Telephone	Office Location

The reason I am nominating this person:

Bureau/Office Director	Date

Bureau/Office Director: Please sign and return to DLEG Media & Public Relations,
Ottawa Bldg., 4th Floor, Lansing 48909 - Fax: 517-241-1580

Funds Administration Fetes Examiners for \$1 Million in Collections

The seven claims examiners at the Funds Administration Division of the Workers' Compensation Agency were the recent cause of celebration for their efforts in collecting more than \$1 million in fines from employers. The fines were levied against some 400 employers who had allowed their workers' compensation insurance coverage to lapse.

The division began its collection efforts in late 1999 and collected about \$15,000 that first year. Now, the division collects about \$250,000 a year. All of the collected money is deposited in the agency's revolving fund.

To mark this year's achievement, the division's management team called together all Funds Administration staff on Sept. 16 and praised the claims examiners for their efforts. The team also acknowledged the hard work of everyone in the division and the roles that they all play in the program's success.

To further celebrate a job well done, the management team provided snacks in the morning and a pizza luncheon that afternoon.



Director Hollister (third from right) poses with Claims Examiners Ray Dwyer, Cheryl Moyer, George Chipman, Ellen Feldpausch and Brian Banfield. Unavailable for the photo were Jim Messenger and Bob Mills.

For their outstanding teamwork, the agency nominated the seven claims examiners for the Spirit of DLEG award. The examiners were among those recognized at the State of DLEG meeting on Sept. 22 in Lansing.

How to Make Your PowerPoint Presentations Accessible

The very nature of PowerPoint is to add visual components to a live presentation or speech, including animation, graphs, charts, pictures, colors and more. But to make the information accessible to everyone, it's important to make sure that PowerPoint presentations are readable, navigable and understandable.

When making a live presentation using PowerPoint, presenters need to be more intentional about describing for their audience what is onscreen — especially logos, charts and graphs.

Color contrast and font selection are important in making a presentation accessible to people who have low vision or color-blindness. Fonts should be large and easy to read, and there should be high contrast between the background and text.

A few additional steps will also make online or e-mailed PowerPoint presentations accessible to people who use screen reader software, which allows a person to listen to the presentation. (This software is typically used by people who are blind or have low vision, or who have a disability related to reading.)

Starting from Scratch —To make a PowerPoint presentation that's accessible (readable with screen readers):

- When opening the PowerPoint software, choose the "Blank presentation" option and click "OK." Select the AutoLayout of your choice and click "OK." In the lower left corner of your screen, second icon from the left, click on the "outline view" icon. Create the presentation content in outline view. When you choose outline view, the screen will show three pane areas: the outline pane on the far left, which shows your presentation text without any graphics; the slide pane on the upper right, which shows what each individual slide will look like; and the notes pane at the lower right, which shows your notes.
- Avoid serif fonts such as Times New Roman. Use common sans serif fonts such as Arial and Tahoma. Use a good amount of white space.
- Use simple language that users can understand easily. It is important to use punctuation at the end of each bulleted line so screen readers will know where to pause or stop.
- Choose a template with high contrast between the background and text. (You can check the contrast between the background and text on your presentation by printing a slide to a black and white printer with the grayscale box unchecked.)
- Non-text elements such as images, charts, tables and autosshapes require alternative text (Alt-text), which is text that's attached to the image but hidden from sight. This is typically used to provide a narrative description of the item for people who are blind and use screen readers. For example, for the department's logo, you might use "DLEG logo" for the alt-text.

Adding Alt-text

- To add Alt-text, right-click on the non-text object, click on Format, click on the Web Tab and enter the alternative text for this object. This should be a description of the image and should clearly convey what you want the user to get out of the image. If the graphic is purely decorative, you don't necessarily have to mention it.

Additional Tips

- Tables are very difficult content to make accessible. To make sure your document is usable, you might want to consider using narrative to deliver information instead of a table. If you do use a table, you must describe its contents in narrative detail.
- For advanced PowerPoint presentations that use multimedia (such as streaming video), captioned text will be required. If some visual information presented is not described in audio, but it is important for understanding the information, it should be described in the captioning. If captioning is not possible, you should provide a text transcript of the video.

Mechanics

1. Type the content of your presentation directly into the outline pane. It will start automatically with the title of the title slide. When you hit Enter, it will create a new slide.
2. Before typing another title, hit the Tab key to create subtitles or text. Hit Shift-Tab to create a new slide and enter the title.
3. Continue in this way until you have entered all the titles and text for your presentation.

Check the Object Order

It's important to note that items on a slide are read by a screen reader in the order that they are added to the slide. This is called the "object order." To check the object order, use the Tab key in the slide view. Each press of the Tab key selects the next item in sequence. If your objects are not in the right order, you must use the Draw, then Order, commands to move them forward and backward in the order.

To test your presentation, there is a free download called PowerTalk that demonstrates how the presentation will sound with a screen reader. Get the download at: <http://www.meru.org.uk/speechmakers/>.

Veterans' Employment Specialist and Home Depot Serve Community

IT ALL STARTED WITH A PHONE CALL.

Kris Robins of Pellston placed a telephone call to the Petoskey Home Depot. Kris, a mother and student, was concerned about preparing her house for winter.

"Normally this is my husband's job, but since he's currently serving in Iraq, the responsibility fell to me," she said.

Kris's husband is Sgt. Jesse Robins, an equipment operator with the 182nd Transportation Company, U.S. Army Reserves, out of Traverse City. Rob Philip, the human resources manager for Home Depot in Petoskey, contacted Allen Nash, a veterans' employment specialist with the Bureau of Workforce Programs. Together they worked a solution.

Home Depot, through Project Homefront, would take care of all Kris's construction needs, and Allen Nash would work with Kris and Jesse on employment and vocational opportunities. It all came together on Oct. 6, when Robert Dubois, the Home Depot Pro Desk Department

supervisor, and his team of 10 arrived, ready for work.

What followed was a whirlwind of activity from cleaning the yard, to fixing the porch, to repairing the doors, windows and lights. Even the mailbox received an extreme makeover.

"Our partnership with companies like Home Depot goes a long ways toward serving the needs of our local veteran community," said Allen. "Home Depot is also a major player in the national 'Hire-A-Vet' campaign. It's great to have a company in our community like Home Depot that places veterans in high regard."

Allen continues to work with Rob Philip to help fill Home Depot's future needs for employees.



The veterans' specialist/Home Depot team members are, clockwise beginning with the tallest individual at 12 o'clock in the back of the group: Paul Desy, Craig Saunders, Robert Dubois, Lori Baker, Matt Taylor, Kris Robins, Pat Purchett, Dustin Hart, Rob Philip, Clint Stahl, and Dave Meckstroth. Missing from the photo are Allen Nash and Jim Huhn.

Author! Author!

The Michigan Public Service Commission has a published author in its midst! Rita LaGrone, a rates and tariff analyst with the commission's Regulated Energy Division, has just published a novel called *Imminent Decree*.

"I got the idea for the book one night while lying in bed," Rita said. "I asked myself, 'What would you do if you knew the exact time and method of your death? How would you live your life?' From there, an adventurous story was born."

The story takes place in a large urban area, not unlike New York City, although Rita never names the city in her book.

"In the year 2017, corporations have ultimate control and power," Rita says about the storyline. "Global Intelligence Corporation (GIC) has been able to successfully market death. The government no longer pretends to be independent; instead, it is a willing puppet to the highest bidder. Most laws have been changed to the benefit of big business. The most blatant and horrifying law, bought and paid for by GIC, is the Imminent Decree. Roughly translated, the law states that at age 10, every citizen must appear before the Tribunal Judges and be told the time, day and method of his or her death. The book is about those who try to beat the decree and about what the GIC 'hunters' do to enforce it."

Published in August, the book can be ordered through most booksellers.

Congratulations, Rita, on this accomplishment!

UIA Accepts Information Technology Award



The Unemployment Insurance Agency (UIA) and the Department of Information Technology (DIT) were joint recipients of an award from the National Association of State Chief Information Officers (NASCIO) at NASCIO's recent national conference in New Orleans. The award recognized UIA for its telephone and Internet-based systems for taking unemployment claims.

John Henige, manager of UIA's UI Tech and Data Control Section, accepted the award on behalf of UIA.

At the awards presentation in the photo at left are (l. to r.): Peter Quinn, NASCIO; Teri Takai, director, Department of Information Technology (DIT); John Henige, UIA; Karen Faulk, DIT; and Gerry Wethington, NASCIO.

Native American Veterans in Upper Peninsula Receive Onsite Employment Services



Gary Hausmann and students from Carney-Nadeau High School in Menominee County.

Gary Hausmann, veterans' employment representative with the Bureau of Workforce Programs (BWP), has a longstanding relationship with the Native American community in Hannahville, Michigan.

This friendship and partnership has made it possible for Gary to provide outreach services to the Native American community and give Native American veterans personalized services in the areas of job referral, career exploration and planning, overcoming employment barriers, credentialing information, and on-the-job training opportunities. It all happens beginning this month.

The Hannahville Tribe is providing Gary office space as well as a computer with Internet capability at no cost to the state.

Gary recently brought a "supermarket of services" to Native Americans at a career fair held Oct. 15 on the Hannahville Indian Reservation. Gary also brought information from the Iron Mountain VA Medical Center, Veteran Service Officers, County Veteran Service Officers, and local community members. At the career fair, Gary was able to provide information to students from local high schools as well as meet with Native American veterans to discuss their employment needs.

Along with K. Dale Stephenson, a BWP veterans' employment representative based at the Marquette Michigan Works! Service Center, Gary is part of a "tiger team" assisting the U.S. Department of Labor's Veterans' Employment and Training Service with initiatives to bring veteran services to Native Americans, homeless veterans, and hard-to-place veterans.

"This beginning with the Hannahville Tribe," said Gary, "hopefully will prove to be a model to be used with other Native American tribes throughout Michigan in assisting veterans with a full range of employment services."

The Seven Signs of Terrorism

By Martin D. Alexander

Marty Alexander, the author of our series on homeland security, is a district supervisor at the Lansing District Office of the Michigan Liquor Control Commission Enforcement Division. He has been certified in Homeland Security at Level III by the American College of Forensic Examiners International. He has a bachelor's degree in criminal justice and a master's degree in security administration.

War rages against democracy. Although our forces have kept us safe since 9/11, they need our eyes and ears to help. Information from the Federal Bureau of Investigation, U.S. Armed Forces, and Michigan State Police Emergency Management Division has been summarized here to help you recognize and identify the seven signs of terrorism.

Surveillance: Someone recording or monitoring activities. This may include the use of still or video cameras, note taking, drawing diagrams, making annotations or notes on maps, or using binoculars or other vision-enhancing devices. This may also include the use of Global Positioning Satellite (GPS) devices when and where it does not seem appropriate.

Elicitation: People or organizations attempting to gain information about military operations, capabilities or people. Elicitation attempts may be made by mail, fax, telephone or in person. If a stranger approaches you and asks some unusual questions about your workplace, office building, manpower, etc., this may also cause suspicion and should be reported.

Tests of Security: Any attempt to measure reaction time to security breaches or to penetrate physical security barriers or procedures in order to assess strengths and weaknesses. An example is an individual breaking into a secure area (cutting into a chain link fence or breaking a window or door) and waiting to detect if an alarm or security light is used and whether a patrol arrives to investigate. The perpetrator will determine (1) if there was a response, (2) what type of response, (3) how long did it take to respond, and (4) what did the responders do and how long did it take? If a patrol arrives at the scene, there is a huge difference between a "drive-by" and actually getting out of the vehicle to investigate the cause of the alarm.

Acquiring Supplies: Purchasing or stealing explosives, weapons, ammunition, etc. Also includes acquiring military uniforms, decals, flight manuals, passes or badges (or the equipment to manufacture such items) or any other controlled items. The key here is the unusual aspect of the item(s) and quantity purchased together or over a period of time. Jot down and report identifiers such as the description of the person and others, vehicle and direction of departure.

Suspicious Persons Out of Place: People who don't seem to belong in the workplace, neighborhood, business establishment, or anywhere else. Includes suspicious border crossings and stowaways aboard ship or people jumping ship in port. Do you see people dressed "too heavily" where a bomb may be concealed beneath their clothing? Did they leave a bag, briefcase, or other item behind as they left the area?

Dry Run/Trial Run: Putting people into position and moving them around according to a plan without actually committing the terrorist act. This is especially true when planning a kidnapping, but it can also pertain to bombings. An element of this activity could also include mapping out routes and determining the timing of traffic lights and flow. This is essentially a rehearsal to work out any problems and contingencies.

Deploying Assets: People and supplies getting into position to commit the act. This is a person's last chance to alert authorities before the terrorist act occurs. Recently publicized events teach us that each of these "actors" does not know the full extent of the entire mission.

On a sheet of paper, write down each of these signs and make a notation for each one, as it will help in remembering them. Common sense prevails. Trust your instinct for survival. Be prepared.



MSHDA Receives National Award

The Michigan State Housing Development Authority (MSHDA) was the proud recipient of an award Oct. 18 at the fall conference of the National Council of State Housing Agencies, held in Chicago.

The award, for Management Innovation, cited the significant process improvement

work that has been accomplished in the Office of Existing Housing Programs, including the way contracts are designed and administered with housing agents.

Congratulations to Chris Collette and everyone associated with this important project.

Saginaw RIC Center Builds Team Spirit



The Wild Flowers team proudly shows off the Saginaw RICC Team Spirit Award. Members of the team are (l. to r.): Amy Reno, Vivian Durham, Billie Gudritz, Nannette Metiva, Linda Ludgin, Lyndon Shinn, Lou Ann Molaski and RICC Director Robert Zaborowski. Missing from the team photo are Connie Broderson, Gwen Davis, Pat Jewett and Tracy Pryor.



One of the many entries in the competition was a football field complete with referees. Members of the Super Nuts team display their handiwork. Some of the team members are (l. to r.): Dena Pruitt, Gale Rennick, Frank Spano, Joyce Surprenant, Leanne Hooks and Mary Scott.

September was "Team Spirit Month" at the Unemployment Insurance Agency's (UIA) Saginaw Remote Initial Claims Center (RICC). To mark the occasion, a friendly competition was held among the various units at the center.

Thirteen teams competed for the center's newly established "Team Spirit Award" by decorating their work areas using football themes that ranged from homecoming to tailgating. Decorating was done before and after regular work hours, and in a remarkable display of spirit, team members even came in on their scheduled days off to add final touches to their entries before the judging.

Judging occurred on Friday, Oct. 1. Serving as judges were Chris Peretto, director of Customer Service; Robert Zaborowski, Saginaw RICC director; Sharon Moffett-Massey, Grand Rapids RICC director; and visiting operations directors who were attending a monthly meeting held in Saginaw that day.

The winning team, however, was not announced until Oct. 7 during a center-wide pizza party. The "Wild Flowers" team had the winning entry with its re-creation of a football locker room (it included a number of feminine touches since 10 of the 11 team members are women).

The idea for Team Spirit Month came from Diana Oland, an unemployment insurance examiner. The Saginaw RICC directors then expanded on the idea and created the Team Spirit Award. The month and the award are helping to build teams and morale at the Saginaw RICC.

UIA Field Auditors Draw Good Reviews

A recent survey of more than 1,000 employers who had their unemployment insurance tax records audited by Unemployment Insurance Agency (UIA) field auditors generated very positive responses — despite what is often seen as a threatening and stressful situation.

The survey was designed to measure overall customer satisfaction among employers who were audited in 2003. It looked at UIA actions before the audit, during the audit and after the audit. All the questions elicited very high positive responses and were even more positive than the responses received in the last survey. One question, in fact, drew a 100 percent "yes" response from every employer who answered. The question asked if the auditors exercised care in handling the employers' records.

Overall, the survey revealed that employers are very satisfied with the audit process and had favorable impressions of the auditors.

UIA Conducts Leadership Training for Managers

Two years ago, when the state of Michigan offered an early retirement option to employees, 43 percent of the Unemployment Insurance Agency's (UIA) staff accepted the offer and retired. Among those leaving the agency were many experienced managers. Today, about half of all agency managers have fewer than three years of UIA experience.

To ensure that all UIA managers from the newest to the most experienced have the skills they need to be effective leaders, the agency embarked on an aggressive 10-day leadership training program for all of its nearly 100 managers.

UIA Director Sharon Bommarito wanted a training program that emphasized the practical, giving managers tangible how-to advice on a variety of management topics such as labor relations, employee coaching, communications, running effective meetings and performance evaluations.

"UIA has gone through a real paradigm shift over the past two years," Sharon said. "We've completely changed the way we do business. We've moved from a branch office operation where unemployed workers came into our offices and filed unemployment claims to electronic systems where workers file their claims by telephone or through the Internet.

"In this new paradigm, not only do our employees perform their jobs differently, but our managers must know how to lead in this new environment. The training gives our managers practical information that they can use daily and that will help them to become better managers."

As part of the training, each manager works with a peer-coach — a manager from a different location within the agency. The peer-coach becomes a sounding board for discussing ideas and a source of advice for the manager.

"The peer-coach concept gets managers out of their comfort zones and expands their resource network. It also lets managers know that they are not alone and that others face the same management issues," Sharon said.

The training is divided into three-day segments and spread over several weeks. Participants are in training for three days and then are back at work for three weeks before returning for their next training installment. There are four teams of managers, with one team in training at any given time. Each team has approximately 25 managers.

The program was developed by UIA's Center for Learning and Development. It began in August and will end in November. The managers will have the opportunity to implement the training in their day-to-day activities for a time before reconvening in February to evaluate the training's effectiveness.



Reviewing some of the materials in their training manuals are, clockwise beginning at 8 o'clock: Mark Carlin, Employer Compliance; Sue Easton (partially hidden), UI Tech & Data Control; Linda Friend, Saginaw RICC; Marcia Durant (standing), Grand Rapids RICC; Linda Kolinowski, Tax Office; and Debbie Ciccone, Trust Fund Accounting.

November Job Show Features Rapid Response

The decision to announce plant closings and massive lay-offs is never an easy one. The personal and professional adjustments that follow can be long, arduous and just plain frustrating. Lay-offs not only impact workers, but families, employers and state agencies that provide support as well.

To help ease this transition, the Department of Labor and Economic Growth coordinates a system that recognizes the impacted worker as top priority. This system, called Rapid Response, addresses the critical importance of providing information on dislocated worker services as soon as possible to enable workers to assess their individual needs and make a successful transformation.

The Rapid Response system is comprised of several key DLEG agencies working together as one collective unit to strategically deal with plant closures, massive lay-offs and their after-effects. The November edition of The Job Show identifies these key agencies, introduces a few of the Rapid Response team members and discusses how their individual roles contribute to and strengthen the collective whole of the Rapid Response process.

The Job Show Rapid Response edition guests are Brenda Njiwaji, interim director of Workforce Programs; Jim Remensnyder, consultant, Rapid Response Unit; and Cylenthia Miller, director, Detroit Workforce Development.



COSSA Joins in Sponsoring Hispanic Heritage Events



Traditional dancers in front of the Capitol steps at the Michigan Hispanic Caucus Celebration.

The Michigan Commission on Spanish-Speaking Affairs (COSSA) joined with state and national organizations to celebrate Hispanic Heritage Month Sept. 15 to Oct. 15 to commemorate the contributions made by Hispanics throughout our nation's history.

One of the events COSSA helped to sponsor was the Michigan Hispanic Caucus Celebration, held at the State Capitol and surrounding facilities on Sept. 15. The event featured motivational speakers, lunchtime music, dancers, Capitol and museum tours and many other events. That evening, a recognition and scholarship awards program to help send Hispanic youth to colleges and universities drew 288 attendees and served to honor community leaders.

COSSA was created in 1975 to serve Michigan's growing Spanish-speaking population and focuses on education, employment, civil rights, health, housing and senior citizens, among other issues. For more information, visit <http://www.michigan.gov/cossa> or call (517) 373-8339.

Entrepreneurship Education Grants Announced

As part of her plan for making Michigan the economic powerhouse state of the 21st century, Governor Jennifer M. Granholm and DLEG have announced the state will award \$1.2 million in competitive grants to help develop entrepreneurship educational programs in high schools and community colleges.

The initiative is led by DLEG's Bureau of Career Education Programs, which is charged with improving the state's infrastructure for entrepreneurship advocacy and support. Each of the state's 25 existing Tech Prep Consortia may apply for the grant.

"The goal of the initiative is twofold," Director David C. Hollister said. "First, we want to develop postsecondary entrepreneurship certificate and degree programs, including an associate's degree in entrepreneurship for high school and college students. Second, we'll encourage schools to offer grade-level-appropriate entrepreneurship curricula to ensure that all high school students graduate with a knowledge of what it takes to start and run a

business. It's an opportunity for secondary and postsecondary institutions to work collaboratively with input from business and industry."

The individual grant awards will be announced in November, with the grant period running from Nov. 15, 2004, through Aug. 31, 2005. The grants are funded under the Carl D. Perkins Vocational and Technical Education Act of 1998.

The grant program was announced at the "Growing Entrepreneurship in Michigan" conference held Sept. 24 in Lansing. More than 140 people attended the conference, including secondary and postsecondary education partners and representatives of the Tech Prep Consortia.

Deb LaPine, director of Career Education Programs, served as program emcee. DLEG Deputy Director Bob Swanson gave the opening remarks, and Patty Cantú, director of the Office of Career & Technical Preparation (OCTP), reviewed the grant and application process.

Workshops and panel discussions focused on such topics as educational partnerships from the perspective of community colleges, empowering youth through entrepreneurship training, and small business services available through private and public organizations. Area small business owners and entrepreneurs provided insight on what it takes to be successful.

Helping to make the conference a success were committee members: Bob Swanson; Deb LaPine; Patty Cantú; Joanne Mahony and Karen Pohja, OCTP; James Bunton, Michigan Rehabilitation Services; Gary Clark, Office of Workforce Development; Cindy Douglas, Michigan Economic Development Corporation; James Folkening and Ron Harkness, Office of Postsecondary Services; Jeannie Vogel, Media & Public Relations (MPR); and Abigail Meyer, Bureau of Workforce Programs. Technical assistance was provided by Gina DiNatale Coon, MPR, and Pamela Hodges, Christine Reiff, Carol Clark and Nicole Smith, OCTP.

Vision and Values Idea Becomes a Picnic at the Workers' Compensation Agency

While the work of developing a vision and values may not be a picnic, the exercise did lead to a picnic for the Workers' Compensation Agency (WCA).

When WCA staff held a vision and values meeting earlier this year, one of the points made by staff members was that they did not do anything as a group. From that thought, Mark Long, program manager of the Contested Cases & Customer Service Section within the Claims Processing Division, came up with the idea of an agency-wide picnic.

The idea became reality on Sept. 11, when the first annual Workers' Compensation Agency picnic took place at Grand Woods Park in Delta Township. It was

open to all agency staff and their families.

Mark said the picnic gave WCA staff a chance to socialize outside of the workplace and helped to promote a spirit of inclusion and camaraderie.

Prior to lunch being served, Albert Moore led everyone in a moment of silence and a prayer to remember the victims of the Sept. 11, 2001, attacks and friends and family who are currently serving overseas.

Staff contributions and a pop can drive helped to offset the costs of renting the park and purchasing the main food dishes.

While Mark is credited with the picnic idea, it wouldn't



Dave Campbell says it's all in the wrist as he flips a hamburger at the WCA picnic.

have happened without the hard work of Dave Campbell, who organized the picnic, and Elyce Wolverton and Lynda Sorrells.

Great Lakes National Cemetery Veteran's Radio Program Does Live Coverage of Groundbreaking

Ron Ross and Joe Swyrtek, disabled veterans outreach workers with the Bureau of Workforce Programs and hosts of the radio program "Veteran's Hour," were invited to the Oct. 14 groundbreaking ceremony of the new Great Lakes National Cemetery in Holly Township, Oakland County.

The 544-acre cemetery will be the second in Michigan for veterans who received an honorable discharge from the service. Currently, the only national veterans cemetery in Michigan is Fort Custer National Cemetery near Battle Creek.

Ron ("Capt'n Ron") and Joe ("G.I. Joe") had the opportunity to conduct a one-hour live broadcast interviewing the many dignitaries who attended the groundbreaking event. Ron and Joe's weekly radio program is broadcast on WSDS 1480 AM each Wednesday. It is sponsored by Oakland County Michigan Works!

The first burials at Great Lakes National Cemetery will take place in May 2005. According to the U.S. Department of Veterans Affairs, about 20,000 veterans in Michigan die each year.



Joe Swyrtek (far left) and Ron Ross (far right) interviewed Joseph Zikewich (second from left), post commander of VFW Post 334 in Lake Orion, and Maurice Morton, post commander of VFW Post 1370 in Pontiac, during their live radio program coverage of the groundbreaking ceremony.

Professional Activities



Tony Sanfilippo

Tony Sanfilippo, deputy director of the Bureau of Construction Codes & Fire Safety, Office of the State Fire Marshal, received the Fire Inspector of the Year award during the 55th Annual Conference of the Michigan Fire Inspector Society in September. He has been a member of the Michigan Fire Inspector Society for more than 19 years. Tony became involved

in fire service work in 1980 as a paid on-call fire fighter. In 1985, he was hired as a full-time fire inspector for Oshtemo Township in his hometown of Kalamazoo, where he rose through the ranks of fire investigator, battalion chief and fire chief in 1990. In 1997, Tony joined state government when the Office of Fire Safety was formed by executive order.

Congratulations to **Bob Caruso**, regional supervisor in the Bank and Trust Division, Office of Financial and Insurance Services (OFIS), who was presented with a 20-year service award Oct. 6 by OFIS Commissioner **Linda A. Watters**. Bob began his career with the state as a beginning-level examiner and worked his way up to his current post of

supervising the Division's Western Region, which encompasses the western one-third of the Lower Peninsula. Bob has a Bachelor of Arts degree from the University of Michigan in economics and accounting as well as a Master of Management and Administration degree from Aquinas College.

DLEG Deputy Director **David Plawecki** was selected for two posts with the National Association of State Workforce Agencies (NASWA). He was named as an alternate to the association's board of directors, representing Region V, which covers states in the Great Lakes region. He was also named by NASWA's president to chair the organization's Unemployment Insur-

ance Committee. NASWA is the national organization of state administrators of unemployment insurance, employment and training services, and labor market information programs in the 50 states, the District of Columbia and Puerto Rico. Its mission is to strengthen the National Workforce Development System through advocacy, liaison and information exchange.

Congratulations to **Duncan Wyeth**, executive director of the Michigan Commission on Disability Concerns, who was presented with the 2004 Rick Knas Lifetime Achievement Award at the 6th Annual Athletes with Disabilities Hall of Fame Awards Ceremony Oct. 14 in Dearborn. The award recognizes an individual who has made significant contributions to athletes with disabilities in Michigan. Duncan was the first American to win a medal as a member of the U.S. team at the Cerebral Palsy games in Denmark in 1982. His athletic achievements include winning

medals in national and international competitions for both cycling and track and field competition. He has been instrumental as an athlete and administrator in Paralympics competitions beginning with the 1988 Paralympic Games in Seoul, Korea, and continuing through the Winter Games in Nagano, Japan, in 1998. He has served on various U.S. Olympic Committee (USOC) workgroups and represented athletes with disabilities on the USOC Board of Directors. He has received numerous honors for his leadership abilities and volunteer efforts.

Doug Kalinowski, director of the Michigan Occupational Safety and Health Administration (MIOSHA), has published an article in the September 2004 issue of *Alliance Quarterly Review* about MIOSHA's informal alliances that are having a positive impact on worker safety and health in Michigan. "If you are wondering why anyone would participate in an Alliance, let me tell you that, from

MIOSHA's experience, the benefits have been remarkable," Doug wrote. "They have included building trusting, cooperative relationships, providing an avenue to work with others committed to workplace safety and health and using available resources toward an ultimate goal of reducing job-related deaths, injuries and illnesses." The *Quarterly Review* is an OSHA publication.

Michigan Rehabilitation Services Consultant **Bill Leavell** saw a dream of his realized Oct. 13 when Lansing area's Waverly Middle School held an assembly to kick off the Saturday Achievement Center. The program provides homework assistance and social and physical development on Saturday mornings for middle school boys. Volunteer teachers, parents, Lansing Community College and MSU students, and high school boys make the program work. The Saturday Achievement Center includes a mentoring program involving high school boys and adult males as mentors. Bill had shared his dream several

months ago with Edith Suttles of the Waverly School Board. He developed the program with the assistance of the Waverly Community Schools superintendent, deputy superintendent and middle school principals. He then assembled a distinguished roster of community leaders, government officials, professional athletes, and academicians for the kick-off. The keynote speaker was Chris Hill, Michigan State University basketball player and Scholar-Athlete Award recipient. Bill received several standing ovations during the assembly. Congratulations, Bill, on this outstanding achievement.



Bob Caruso

We Get Letters ... and E-Mails!

Adam Sandoval, an investigator with the Wage & Hour Division, was complimented in an e-mail message sent to Wage & Hour Division Manager **Jill Hooke**: "I filed a wage claim a couple of months ago and the investigator who was assigned the case, Adam Sandoval, went well beyond my expectations. He was very helpful in gathering the facts and always returned my calls. In closing, he got the money that was entitled to me after the employer tried to fight it to the end. Adam acted in a very professional manner and I am very happy with your employee. Thank you."

Mike Aubin, an investigator with the Wage & Hour Division, received the following letter from a husband and wife: "We would like to personally thank you for the great job in getting some of our vacation pay. It is too bad that one has to fight for it like that, but it was well worth it. A lot of employees did not get their vacation pay because of the change in hours and making it retroactive from the previous year, which is not right at all. If it were not for our ex-boss telling us about the Wage & Hour Division, we would never have known that we could put in a claim to try to get it. We appreciate the fast response and getting at least part of our vacation pay. Thank you again."

The following letter was sent to the Bureau of Construction Codes & Fire Safety: "I would like to take this opportunity to commend and gratefully thank Ms. **Laniece Densteadt** for her professionalism, kindness, and quick response to my concerns regarding my husband, who is a disabled American veteran and who is in need of lighting. Ms. Densteadt was so receptive and in a very timely fashion looked up all the information we needed to expedite the inspector to come out and verify the electrical installation. Ms. Densteadt could have simply informed me to wait for the mail, but instead she took the time and kindness to patiently look up the proper information for me. I could have cried, knowing at the other end of the phone was a sweet, thoughtful, and compassionate voice who calmed all my concerns. The state of Michigan should take great pride in having such a great employee as Ms. Laniece Densteadt. Please take the time to commend Ms. Densteadt for her fine work ethic and integrity. She deserves high praise and profound acknowledgment."

Marsha Parrott-Boyle, Management and Technical Services Division, Michigan Occupational Safety and Health Administration (MIOSHA), received an e-mail message from a laboratory director who acknowledging the "wonderful experience" he had on the phone with **Crystal Wawiernia**. "Crystal, a student intern in your office, was the most helpful and patient government employee I

have dealt with in years! She helped me in finding the best place to look for MIOSHA standards and getting updates. If your office gives out 'atta-boys,' Crystal deserves one today."

Patrick Sullivan, Consultation Education & Training (CET) Division, MIOSHA, recently presented a training session called "Falling to Your Death" for a construction contractor. Some of the feedback was: "Pat did a great job"; "The stories really brought it home"; "The message was important"; "Pat believes in what he says"; "Can Pat or someone make all subcontractors take this training, please!"

Deb Gundry with the CET Division, MIOSHA, received this thank you letter from the Ingham Intermediate School District: "Thank you for the time you devoted to the Capital Area Career Center students and staff on September 10. The presentation you gave was an excellent way for us to become aware of safety concerns in the workplace, school and at home. The newsletter and directions for student and staff to access information on the Web will be helpful and part of our goal of lifelong learning. I again thank you for your commitment to education and supporting youth at the Capital Area Career Center."

A company with more than 300 employees sent this letter to MIOSHA: "On behalf of the employees at this facility, the management would like to thank **MIOSHA CET Division**, and in particular **Karen Odell**, for visiting our facility to perform a safety hazard survey of our Manufacturing operations. There were numerous safety hazards discovered. I thank her for involving so many employees and supervisors to recognize hazards in their work areas. This will help all of us prevent the recurrence of them. Initially, inviting MIOSHA into our facility created fear in both management and employees. As a result, our experience was both educational, pleasurable and no penalties or fines. Since this voluntary inspection is free, I have been highly recommending to other Michigan manufacturers to take advantage of this service. Thank you for having such a program available to manufacturers in Michigan." Note: **Ruth Hindman**, CET supervisor, accompanied Karen on the walkthrough.

Sherry Scott, CET industrial hygienist, MIOSHA, received a thank you card: "Thank you for participating in our recent Team Building meeting at the Midland Community Center. Good information was passed on and we feel the activity was a success, largely because of your contribution. We sincerely value the time and effort you provided for our meeting and again we offer our warmest thanks."

In a recent letter to the CET Division, MIOSHA, from a stamping plant: "I just wanted to thank you for



[More] Letters ... and E-Mails!



acknowledging that we indeed have a need here at our plant and your coming in to help us on our quest. **Ruth Hindman, Bernard Sznajder and Richard Zdeb** have been very informative and helpful to us and we plan to use this knowledge as we proceed with our programs here. The training you provided and the booklets of information that you gave to us will be put to good use. I want so much to get them excited about what we can accomplish working together. Truth be known, some of the employees that attended the training sessions rarely interact, yet the atmosphere you created in your classroom put everyone at ease, and I am excited at what I saw and experienced with them. Thank you."

Bob Dayringer, CET Division, MIOSHA, gave a Workplace Security presentation at a recent conference and received the following thank you: "Thank you so much for your excellent presentation at the Environmental Health Director's Conference. It was just right and tied many themes together from the other presenters. I hope we can find ways to continue to collaborate on these issues."

MIOSHA's CET Division received a phone call from the safety-human resources director of a firm, who said: "I have a small firm and knew we needed help with safety. The employees said that if MIOSHA came into the plant, they would not speak to the consultant. **Jennifer Clark-Denson** hit the floor and within minutes they were answering her questions and asking her questions. We are all thankful for her knowledge and professionalism. Our company's opinion of MIOSHA has changed. We will tell others to use your services."

Employees in the **Licensing Division's Builders Unit**, Commercial Services, were complimented in this e-mail message: "My husband and I wanted to thank your division for your prompt processing of his builder's license. His application had been held up and he was anxious to get his builder's license once that was processed to begin a building project before the summer was over. The staff in licensing processed his application in two weeks and he was able to start a building project yet this summer. Although it was not the licensing staff who caused his problem, they certainly worked to help resolve it."

On Aug. 27, **Virginia Abdo** of the Licensing Division, Commercial Services, was praised by a caller who spoke to **Sharon Howell**. According to Sharon, the caller "went on and on" about what a wonderful job Virginia does, how pleasant she is on the phone and pleasant to work with.

Paivi Beverly so impressed an applicant that she called Paivi's supervisor, **Ann Millben**, to express her appreciation for Paivi and the rest of the staff

in the Real Estate Licensing Unit, Commercial Services. The caller said, "You've got a great department! Mrs. Beverly called me and noticed that I did a check wrong ... I just want it noted that she is doing a great job. I spoke to **Dianne Bailey** [Testing and Education Section, Licensing Division], who told me where the J courses are. Every one I've spoken to there has been fabulous!"

Karen Flagg of the Licensing Division, Commercial Services, was thanked in the following e-mails after she issued licenses to the applicants: "That is great news! It has been quite a struggle to complete this and I greatly appreciate your patience and assistance. You have been wonderful to work with." Also: "Thank you so much for the wonderful news! You're the greatest! And thank you for your help and patience with me. Best of health, luck and success to you." And: "I want to reiterate how much I appreciate your professionalism and communications in assisting me in completing the Professional Engineer (PE) registration process!"

Rita Burnett in the Real Estate Licensing Unit, Commercial Services, received the following thanks: "Thank you so much for all the information. I found a tremendous amount of information on the sites you referred to in your e-mail. Thanks so much again. I really appreciate the direction." And, in an e-mail message sent to Rita's supervisor, **Ann Millben**: "I'm not sure if this will go directly to Rita Burnett, Board Secretary, but I wanted to thank her for her response to my e-mail inquiry. Her response was personal and well explained. Although I don't like the result of my inquiry, I thought she did an excellent job in explaining the reasoning behind my inquiry rather than simply providing the answer, which, in turn, completely satisfied my search for an answer. Thanks, Rita, and keep up the good work!"

Ali Combs, word processing assistant, Accountancy Unit, Licensing Division, Commercial Services, was commended to her supervisor by a private investigator licensee, who wrote: "As I told you on the telephone, I have been around the block a couple of times and have had numerous contacts with various organizations and state regulatory organizations over the past thirty years. Ms. Alexandra Combs has to be one of your best employees, right? She is. I have had various written and verbal contacts with her over the last couple of months. A more professional person you could not find. She is on top of what is needed, how to do it and when it has to be done. She found that a deadline was approaching, and called my organization ahead of time to make sure that a deadline was not going to be missed. Even in the private sector this type of forward thinking is unheard of. It is very refreshing and calming to know that you have an employee like Ms. Combs working for you, and the State of Michigan. Ms. Combs goes above and beyond

[More] Letters ... and E-Mails!

the call of duty in the course of doing her job. She is a credit to the State and to your division. Her hard work and sharpness is greatly appreciated and noticed.”

Jim Farhat, document examiner for the Corporation Division, Commercial Services, received a complimentary note from a satisfied customer. In a note to **Jim Lotoszinski**, Jim's manager, the customer wrote: "This letter is to compliment you on your wonderful employee, Jim Farhat. He is extraordinarily helpful, considerate, and a real joy to deal with. Your department has a real gem there."

Michigan Rehabilitation Services (MRS) State Director **Jaye N. Balthazar** received this letter from a former client of the Roseville MRS office: "I would like to commend the following people for their assistance and kindness to me. Mr. **James Bunton** approved financial assistance to start my business. Mr. Bunton was very professional and asked direct, specific questions to gather the information he needed to approve my application. Mr. **Donald Morandini** helped me produce a business report. I was particularly impressed by Mr. Morandini's attitude — he was always willing to help and I never felt like I was bothering him with my questions. I felt like he was always there for me. Mr. **John Fraser**, who is now retired, was my rehabilitation counselor. Mr. Fraser went above and beyond the call of duty to encourage me in my progress. He was very sincere and caring about my family and me. Ms. **Shirley Owens** temporarily replaced John Fraser as my rehabilitation counselor. Ms. Owens was extremely kind and helpful to me. Ms. **Kimberly High** is my current rehabilitation counselor. I can't say enough about Ms. High — she is sincerely interested in my progress and cares about my success. Ms. High is also very professional and is an asset to your department. My success is due to the assistance and caring of these five terrific people."

The following letter was sent to **Steve Hill**, manager of MRS's Detroit West District: "The nature of this letter is to commend one of your staff, Ms. **Gloria Johnson**, on her professionalism and humanitarian approach in my request for services. Far too often, people complain about how poor the services are that they receive from certain agencies, but I think that when people provide good services, it should not go unheralded. Ms. Johnson was professional, polite, empathetic, prompt, and understanding of my situation. The most wonderful part of working with Ms. Johnson was definitely not the tangibles, but the intangibles she put into her work ethic. The fact that Ms. Johnson listened to my concerns with her full attention and expressed a genuine professional concern for my situation let me know that we haven't completely lost the humanistic

approach in this highly technical society we live in today. I truly thank her for the inspiration she provided me with and I think that her efforts should not go unrecognized."

Sheryll Brooks, site manager of the MRS Monroe office, received this letter from a newly employed client: "I want to tell you what a wonderful experience I had working with MRS. **Jamie Barczewski** was wonderful in helping me find employment. He never stopped looking for employment for me the whole time I was with MRS. He always informed me of the position openings and kept me informed of my resumes that he sent out. Jamie helped me find a job that I love and enjoy. I am so thankful for Jamie's services. I don't think I could have found this all on my own. Please accept my thanks and appreciation for his services. It has been a great experience."

Susan Cloutier-Myers, director of the Disability Awareness Center for Independent Living of Muskegon sent this e-mail message to MRS State Director **Jaye N. Balthazar**: "Jaye, I cannot tell you how much I have appreciated your staff over the past several months. As a new CIL director in a "struggling" CIL, I would not have made it without the support of **Donna Adkins**, **Joy Inniss-Johnson**, and **Ted Haworth**. They are responsive to my technical assistance needs, are prompt in returning my calls, and will send me things even if they know it is in this office someplace. Sometimes, I do not take the time to say thanks and reflect on how grateful I am for those who will help me. So, thanks for your leadership and the support you give to your staff. You are doing a great job from my vantage point. Thanks again."

Jim Welliver and **Adam Reynolds**, Cabinet-making Program instructors at the Michigan Career & Technical Institute (MCTI), are complimented in this letter from a former student: "Greetings from Dexter, Michigan! I hope you had a great summer! I worked construction for my dad all summer, and now I'm enrolled at Wash-tenaw Community College in their residential construction class. I have to tell you that all those hours I spent practicing Trade Math really paid off: I can measure better, and cut more precisely than anyone else in the class. The director of the program here thinks I'm doing so well that he put me in the accelerated program, so I'll be finished in just two terms instead of four. I wanted to take a minute to send you and Adam a big thanks for all your fine teaching. Even though it was hard at the time, I appreciate and use what you taught me every single day. I'll never forget it. Thanks again for everything. Going to MCTI was a good experience for me, and helped me a lot in my career. I'll keep in touch."



If You Have a Loved One in the Service...

Two posters featuring photographs of DLEG employees in the military and employee family members in the military have been designed by DLEG Graphic Artist Jim Kremer. These 11" X 17" posters, featured on this and the following page, are being provided to each DLEG employee who has contributed a photo. A third poster is now in the works to ensure that all DLEG employees/family members who are in the military are represented. Please send photos to KremerJ@michigan.gov or to Jim at the Ottawa Building, 4th floor.

The Michigan Department of Labor & Economic Growth Family Is Serving Us!



Dwayne R. Peoples
Son of Jackie Peoples
Hearings



Lynn Rappaport
Son-in-law of Denise Ruffo
BCTP



Julie Ann Woods
Employee
Unemployment Insurance Agency



Lance Bogg
Son of Tim Hall
Safety & Reg.



David Lopez
Son of Elvira Conner Lopez
MDE



David Lopez
Husband of Elvira Conner Lopez
MDE



John Corby
Nephew-in-law of Jackie Peoples
Hearings



Terry Feltus
Employee
Bureau of Economic Education Programs



Christopher Ruffo
Son of Diane Ruffo
Commercial Services



Zachary Wood
Son of Deborah Wood
BCLM



Wanda Moore
Brother-in-law of Jackie Peoples
Hearings



Marlon Moore
Nephew-in-law of Jackie Peoples
Hearings



Adrian Johnson
Niece Nephew of Jackie Peoples
Hearings



David Hansen
Son of Carol Hansen, Health System



Joseph Hansen
Son of Carol Hansen, Health System



Leigh Green
Niece of Cindy Stander, MDE

The Michigan Department of Labor & Economic Growth Family Is Serving Us!



Douglas Baderick
Son of Paul Bader
SSA



Russell Roberts
Brother-in-law of Christine Roberts
OPLA



Tom Gueyark
Employee
Indiana Audit



Steve Bascourt Jr.
Brother of Cassandra's Sister, MDC
Employee of Linda Cook
Media & Public Relations



Karen Coleman
Employee of Sharon Cohen
SSA



Raymond C. Wip Driver
Son of Barbara Driver
SSA



Brian S. Charkels
Son of Linda Charkels
SSA



Jonathan Green
Thompson of Lynn Green
Media & Public Relations



Robert Kasse
Employee of Jackie Ferguson
Hearings



Michael Johnson
Employee of Jackie Ferguson
Hearings



Christopher D. Major
Son of Sara Major
Unemployment Insurance Agency



Dean Thomas
Son of Florence Miller
Workers' Compensation



Jeremy Swartz
Employee of Don Ann Swartz, SSA



Stephanie Rivett
Daughter of James Rivett, MDC
Not associated with public service



Robert C. Williams, on the right
Son-in-law of Kate Farkish, MDC

Care Package Drive for Our Deployed Troops and Wounded at Walter Reed

October 25 to November 19, 2004

DLEG/Internal Audit & Monitoring is expanding its holiday care package drive held last year by inviting fellow DLEG employees from all agencies and bureaus to participate in this year's project.

We are collecting items to send to our troops overseas as well as to our wounded being treated at Walter Reed Army Medical Center. Donations of items and money (to cover postage and to purchase needed items for those employees who prefer not to shop themselves) will be accepted beginning October 25, 2004. The main collection site will be the Ottawa Building, 4th Floor, in Lansing. However, arrangements can be made to pick up items at other locations. Please contact Julie Chrysler at (517) 373-6370 for more information and/or to arrange a time.

Below is a list of needed/frequently requested items:

Deployed Troops:

AA batteries
Flavored coffee (instant)
Granola bars
Beef jerky
Disposable cameras
Baby wipes
Twin sheets and/or pillowcases
Fleece blankets
Snacks (healthy) and gum
Black socks (calf length)
Magazines
Foot powder

Wounded at Walter Reed:

T-shirts (any kind)
Gym shorts (more L than XL)
Snap pants
Boxer briefs
Socks
Pajamas and/or robes
Shower shoes (flip-flops/slippers)
Sports bras for women
Toiletries for men and women
Razors (preferably not throwaways)
Weightlifting gloves (for wheelchair users)
Anything to lift their spirits

Many, many more items have been requested. Please contact Julie Chrysler via e-mail (jachrys@michigan.gov) for a complete list. Questions ... please contact Julie at (517) 373-6370.

Thanks for helping to support our troops!

